

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Mansfield, OH #746	\$18,359	\$7,365	149.3%
Muncie, IN #941	\$19,534	\$8,416	132.1%
Amherst, NY #840	\$23,675	\$11,346	108.7%
Kokomo, IN #341	\$19,577	\$9,556	104.9%
Rochester, NY #517	\$18,337	\$9,443	94.2%
Akron, OH #553	\$23,931	\$12,559	90.6%
Vestal, NY #521	\$21,955	\$11,557	90.0%
Topeka, KS #961	\$16,282	\$8,771	85.6%
Sharonville, OH #738	\$27,249	\$15,325	77.8%
N. Toledo, OH #556	\$26,396	\$15,380	71.6%

District Sales Growth

District	Region	WTD%
Dennis Sanders	Northeast	61.3%
Michele Beavan	Southeast	41.6%
Shawna Vazquez	Northeast	41.0%
Ali Elali	Northeast	35.7%
Richard Balboni	Northeast	32.2%
Dan Bessemer	Northeast	19.2%
Joe Ramos	Northeast	16.6%
Todd Bell	Western	15.9%
Denny Lynch	Western	13.1%
James Hamblen	Southeast	10.1%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
Greensburg, PA #763	5.8%	24.0%	18.2%
San Bruno, CA #444	13.9%	32.1%	18.1%
S. Edmonton, AB #834	23.9%	41.2%	17.3%
Mississauga, ON #844	26.4%	42.6%	16.2%
Topeka, KS #961	7.4%	21.7%	14.3%
Harlem, NY #648	16.0%	29.8%	13.8%
Olympia, WA #300	8.2%	21.7%	13.5%
Johnstown, PA #534	13.5%	26.6%	13.1%
Rochester, NY #517	18.1%	30.8%	12.8%
Abilene, TX #582	13.5%	25.6%	12.0%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
N. Omsted, OH #559	\$15,387	\$25,207	63.8%
E. Hartford, CT #467	\$18,403	\$29,428	59.9%
Albany, NY #520	\$19,672	\$29,872	51.8%
Paducah, KY #113	\$19,623	\$29,249	49.1%
Peoria, IL #360	\$13,753	\$20,413	48.4%
Greece, NY #839	\$16,007	\$23,309	45.6%
Fairview Hts, MO #916	\$20,762	\$30,198	45.4%
Syracuse, NY #526	\$13,347	\$19,304	44.6%
S. Bend, WI #931	\$16,296	\$23,557	44.6%
Monroeville, PA #537	\$19,052	\$27,054	42.0%

Tesser Remodel Grand Re-Opening

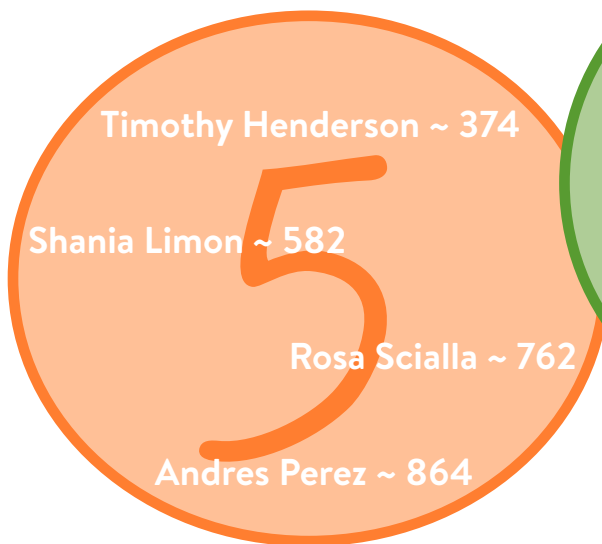
Gulfport, MS #562



Week 3
January 24, 2020

MILESTONES-

- Reach and Achieve -



Mollie Doyle

Team Tacoma, WA #626

Tony Reynolds, DM

~ We loved everything about our experience tonight. I have tears of joy seeing how happy my son was. These are times he will remember forever. The energy in the celebration area was amazing and the staff was so kind, and our host was the best. Thank you so much for tonight. ~

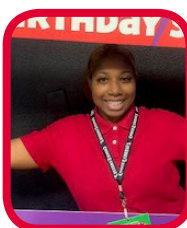


Janiya Collins

Team Tacoma, WA #626

Tony Reynolds, DM

~ Everyone we worked with was so great and friendly. Janiya was a wonderful Party Server and we felt really taken care of. My daughters had a blast and all the kids who attended did too. My 5 year old nephew told his mom he wants to decorate his room 'Chuck E. Cheese' themes because he had such a great day. Looking forward to coming back. ~



Kinshae White

Team Tyler, TX #031

Eric Bargas, DM

~ How friendly and helpful our host was! She made my sons birthday so special! ~



Kalye Shupak

Team Tyler, TX #031

Eric Bargas, DM

~ Kaley was very respectful and determined to make sure we had everything we needed. This was the first party we had booked with Chuck E. Cheese, we loved it. Thank you! ~



Hanna Kohlmeier

Team Lacrosse, WI #724

Dustin Gasper, DM

~ Everything was taken care of for us. The staff was very helpful and nice. Hanna was very kind to the kids and didn't push them to participate in the activities that they didn't want to, as we had a pretty shy group. The kids had an awesome time. The food was great.



Mariana Covarrubio

Team Appleton, WI #603

Dustin Gasper, DM

~ Mariana was extremely helpful and patient trying to help round up and get 8 boys to sit for more than 5 minutes at a time. I like that they helped with everything from start to finish and the boys had such a great time. I would definitely come back again. ~



DEAR CHUCK E...

- You're the BEST! -

I just wanted to comment on the great guest service the Lakewood, CA location provided for my kids and I. I have never experienced such great energy at any other family place like the Chuck E. Cheese in Lakewood. I went to visit on Saturday, January 11th. I felt so welcomed from the moment I walked in and any questions I had they answered politely. They were fast and always helpful when I approached the counter. I had to write you to let you know whoever manages this store, whoever worked that day should be praised. I cannot get over the great experience.



Lakewood, CA #357
GM Noe Martinez
DM Cindy Light
RVP Jim Brawley
Western Region

We visited last night with our 5 children. Ashley at the front counter was a rockstar! She helped us with choosing the best meal/play options when we were clueless. An hour later, she escorted my 2 year old daughter back to me to return some money where she thought she had taken \$2, it was actually \$200. When we were leaving, another employee had gotten under a booth and handed me a little ball that belonged to my two year old. She kindly said, "I believe your daughter left this". The Manager was extremely friendly and helpful. We had an amazing experience and I'm so happy that we chose Chuck E. Cheese! Tell your Decatur, AL restaurant to keep up the incredible work.



Decatur, AL #701
Cast Member Ashley
GM Benjamin Ochoa
AD Jim Hamblen
RVP Bill Eich
Southeast Region

My daughter had a 5th birthday party for our grandson. I wanted to compliment our Party Server Ricki! From the moment we met her she made us feel important - so helpful! She was perfect during the whole party. You can tell she loves her job! After our party was over Ricki did such a great job cleaning up, they keep the place very clean! Chuck E. Cheese has been a part of our family when our children were growing up (many birthday parties) and it was great to see how much fun our grandson was having. Thank you for helping us celebrate our special child.



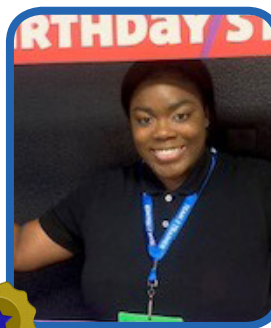
Paramus, NJ #482
Party Server Ricki
GM Kristy Linares
DM Daniel De Los Santos
RVP Chris Kelly
Northeast Region

Let's give a big round of applause for Eric Bargas' district as they celebrate their next Sapphire Pin earner, Breanna Hawkins from team Tyler, TX #031!

Breanna joined the Chuck E. family 10 months ago, and she lets it show how much she loves birthday parties! She is all about 100% communication with the party parents at all times, and she always makes sure the birthday child is having the time of their life. Amazing job Breanna, we cannot wait to celebrate you again soon at the diamond level!

~ Everything. Bre was wonderful she answered my questions she was the best. ~

~ Our host, Bre was the best! She made the party easy for us. ~



Congratulations to Patty Cedillo's district as they award their next Sapphire Pin earner, Matthew Powell with Team Yuma #620! Matthew joined the Chuck E. family 2 1/2 years ago hosting birthday parties, and he LOVES what he does! His #1 focus is to always make a positive connection with each family he hosts. Awesome job Matthew, we can't wait to see you progress to the next level soon!

~ This was our first time having a birthday party and I had an excellent experience from beginning to end, and I honestly believe it was because of Matthew our host. I met him over the phone when he called to confirm our birthday party and was there to help us the day of. He demonstrated an excellent attitude which goes to show he loves what he does. ~

~ Matthew was always there to help us in our needs while we were there. We were really taken care of. Everyone had fun. ~

~ Our Party Server Matthew was an excellent host. He was very friendly and was very accommodating. ~



THE MORE YOU KNOW...

Birthdays

Same Day Party Bookings

Our same day booking program has been so successful, we've decided to roll Same Day Serverless Party Reservations into Fridays as well!

The hotline receives over 50 calls each Friday from guests looking for a same day reservation so, why not take advantage of the extra sales?

Beginning 1/24 (that's today!) the birthday hotline will begin allowing guests who call in to book a Same Day Serverless Party on Fridays.

For more details regarding this update, please refer to the communication sent out by L&D last Friday, 1/17.

Questions? Please reach out to your Regional L&D Manager.

Risk Management

Slip and Fall Prevention:

- Clean up spills immediately.
- Use a wet floor sign, during mopping and until the floor has dried.
- Use a wet floor sign in all areas of the restaurant including the restrooms.
- No mopping during open hours



Merchandise

Over-Inflated Soccer Balls

Reminder:

For safety reasons, all inflatable balls that are sold to our guests should only be inflated to the point that they hold their shape and soft to the touch - DO NOT OVER-INFLATE!



If you have any questions, please reach out to merchandise@cecentertainment.com

Audit

TIP OF THE WEEK

Security:

Is your back door locked and armed when not in use? Do you use the back door after dark?

Remember - Safety First!



Purchasing

Thank you for 'Romain-ing' Calm!

Have you heard?

The romaine lettuce recall has been lifted!

All restaurants can start ordering lettuce again on their next regular produce order.

Reminder: Romaine is used on all sandwiches and in the lettuce mix.

Learning & Development

Updated Ops Guide Sections

Check it out!

2 sections of your Operations Manual have just been updated!

✓ Character

✓ Salad Bar

These sections have been emailed out, and they have also been uploaded and are available via sharepoint under the L&D tab.

Wait...Why am I not getting paper copies? ~ Stay Tuned NEXT WEEK! ~



CAREER GROWTH OPPORTUNITIES

General Manager

Mobile, AL	560
S. Birmingham, AL	707
Thousand Oaks, CA	320
Citrus Heights, CA	329
Escondido, CA	788
Fairview Hts, IL	916
Knoxville, TN	055
San Antonio Ingram, TX	098
Grapevine, TX	854
Janesville, WI	728

Tech Manager

Jonesboro, AR	668	Edina, MN	797
Monrovia, CA	390	Lincoln, NE	568
San Jose, CA	404	Amherst, NY	840
National City, CA	439	Charlotte, NC	039
Cupertino, CA	786	Mayfield Heights, OH	547
Superior, CO	711	Arlington, TX	416
Takoma Park, MD	774	Victoria, TX	581
Danvers, MA	478	Waco, TX	856
Ann Arbor, MI	334	Fredericksburg, VA	545
Roseville, MI	475	Roanoke, VA	972



peter
piper
pizza

Peter Piper Pizza

Chandler, AZ #1216
Gilbert, AZ #1283
Foothills, AZ #1288

Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

